

AETNA BETTER HEALTH[®] OF MICHIGAN

Quality Report 2022

The Quality Report is a focus on Population Health on preventative care for children, pregnant women and adults. Aetna's goal is to promote wellness and prevention for all enrollees with the plan. This report is published to communicate rates related to the delivery of healthcare to Aetna Medicaid members at the provider level.

Provider PCP reports: These quarterly reports are delivered to PCPs to provide information on their performance with select HEDIS measures on preventative and chronic care conditions. These selected measures provide valuable information on your status in delivering quality health care and recommendations for improving rates in the PCP profile.

Gaps in Care(GIC): Each month, a refreshed listing of Aetna members assigned to a PCP panel is populated in the provider portal <https://aetnabetterhealth.com/michigan>. The report outlines HEDIS measures that a patient may be due for such as a well-child exam, preventive screening or Immunizations. The monthly GIC report is a useful tool for Providers when contacting members for overdue services as these metrics are also linked to pay for quality.

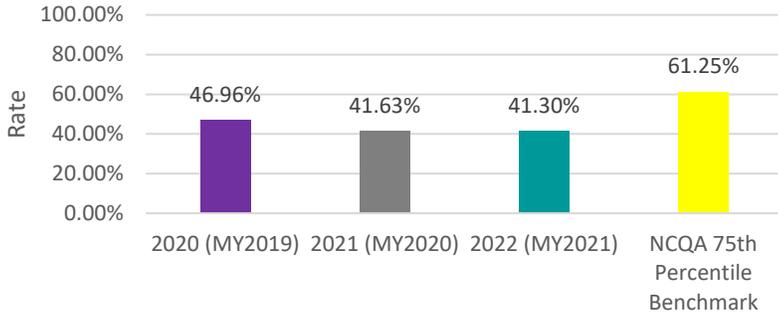
HEDIS: HMO industry tool used to compare the delivery of health care. Year over year HEDIS data is evaluated to identify trends and patterns with a focus on variances. Our overall goal is to meet the 75th NCQA percentile in every HEDIS measure. We recognize that partnering with our network physicians & their office staff is key to achieve better health outcomes for our members. Thank you for all your support and work in the transmission of medical records to support HEDIS reporting.

Consumer Assessment of Healthcare Providers and System (CAHPS): Evaluates a member's experiences and satisfaction with their Health Plan and the services rendered. The survey's goal is to understand and measure the patient's interactions with their Health Plan and health care providers in an effort to improve their overall experience.

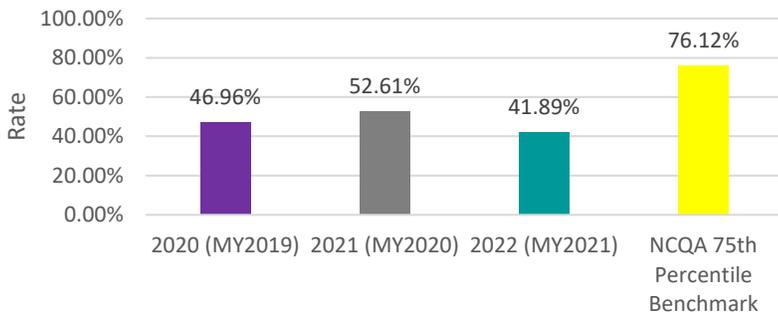
For more information, please visit our website www.aetnabetterhealth.com/michigan. Aetna thanks you for participating in our network, for the quality health care you provide our members and for your cooperation in our annual review process.

HEDIS 2022 ANNUAL REPORT DATA (MY2021)

HEDIS Well-Child Visits in the First 30 Months of Life (W30) First 15 Months



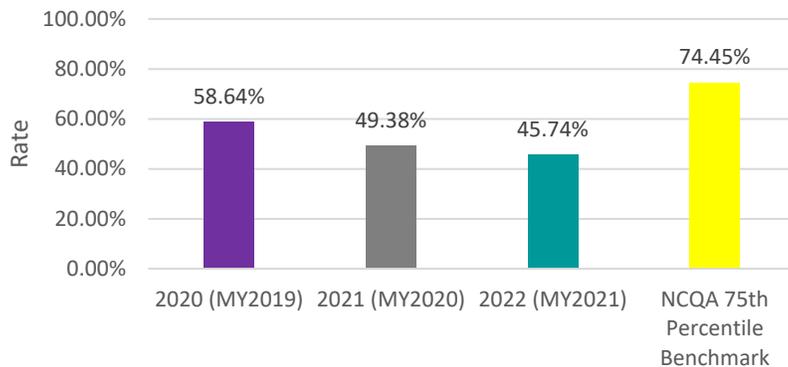
HEDIS Well-Child Visits in the First 30 Months of Life (W30) 15 Months-30 Months



The percentage of members who -

- First 15 Months: Turned 15 months old during the measurement year and had six or more well-child visits with a PCP
- 15 Months-30 Months: Turned 30 months during the measurement year and had two or more well-child visits with a PCP
- First 15 Months: The rate decreased from 41.63% in MY2020 to 41.3% in MY2021; a difference of .33%
- 15 Months-30 Months: The rate decreased from 52.61% in MY2020 to 41.89% in MY2021; a difference of 10.72%
- Measure Initiatives:
 - Communication to members and providers regarding the necessity of completing all needed visits
 - Scheduled clinic days at provider offices to encourage visits
 - Timely distribution of the member and provider incentives

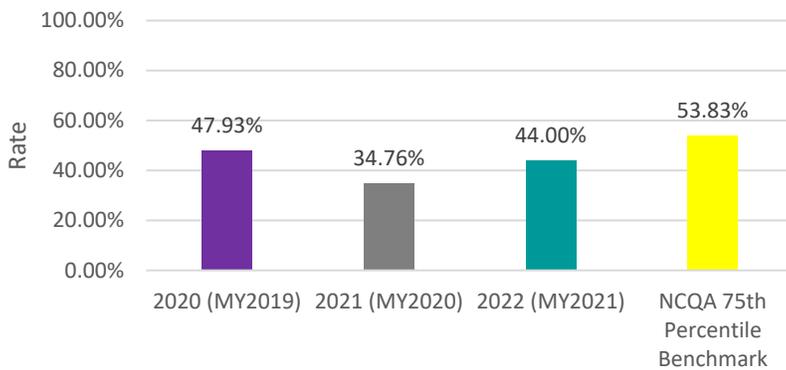
HEDIS Childhood Immunizations Combination 3 (CIS)



The percentage of children 2 years of age who had 4 DTaP; 3 IPV; 1 MMR; 3 HiB; 3 HepB, 1 VZV; 4 PCV; 1 HepA; 2 or 3 rotavirus; and 2 flu vaccines by their 2nd birthday.

- The rate decreased from 49.38% in MY2020 to 45.74% in MY2021; a difference of 3.64%
- Measure Barriers
 - Barrier regarding perception of a relationship between immunizations and autism
 - Immunization adherence declined due to the COVID-19 Pandemic. According to the CDC, child immunization adherence was substantially lower from March-May 2020 due to the stay-at-home orders put in place. Once the orders were lifted, adherence increased, but it was not enough to impact rates
- Measure Initiatives:
 - Physician office events to provide immunizations
 - Monthly mailings providing immunization education
 - Targeted member text campaigns

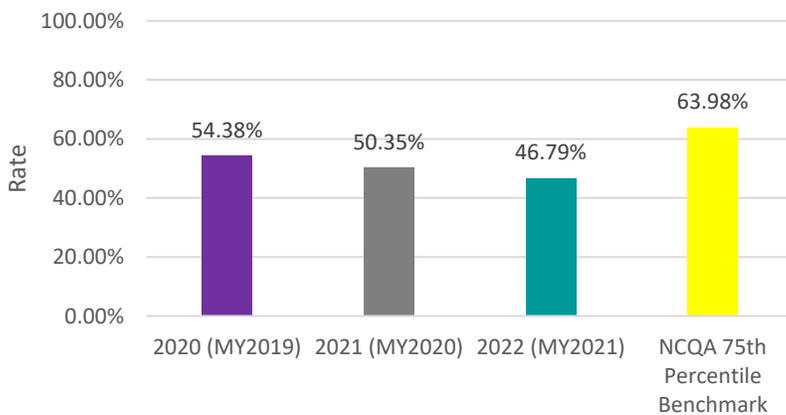
HEDIS Child and Adolescent Well-Care Visits (WCV)



The percentage of children 3-21 years of age who had at least one comprehensive well-care visit with a PCP during the measurement year.

- The rate increased from 34.76% in MY2020 to 44%; an increase of 9.24%
- Measure Initiatives:
 - Physician office events to provide well child visits
 - Educate parents on importance of seeking regular preventative care for children
 - Targeted member outreach including text campaigns, member mailings, and live outreach calls

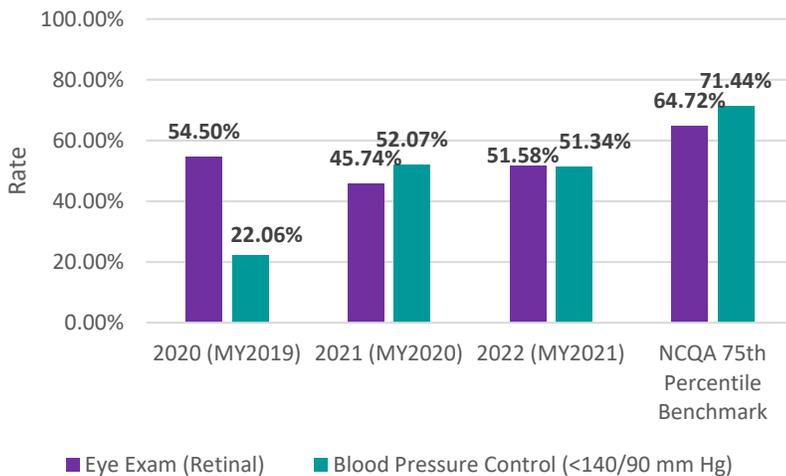
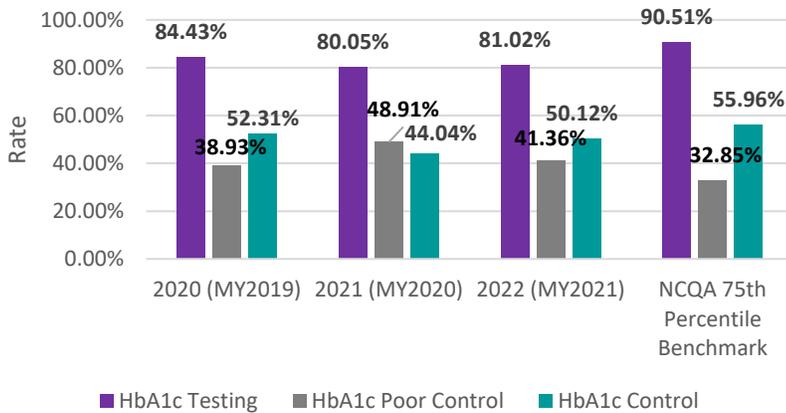
HEDIS Breast Cancer Screening (BCS)



The percentage of women 50-74 years of age who had a mammogram to screen for breast cancer.

- The rate decreased from 50.35% in MY2020 to 46.79% in MY2021; a difference of 3.56%
- Measure Initiatives:
 - Increase focus on engaging women at community events to complete a mammogram
 - Partnership with mobile mammogram units, so members can complete screenings
 - Increased member incentive to \$50 for completed mammogram
 - Targeted member outreach and mailers

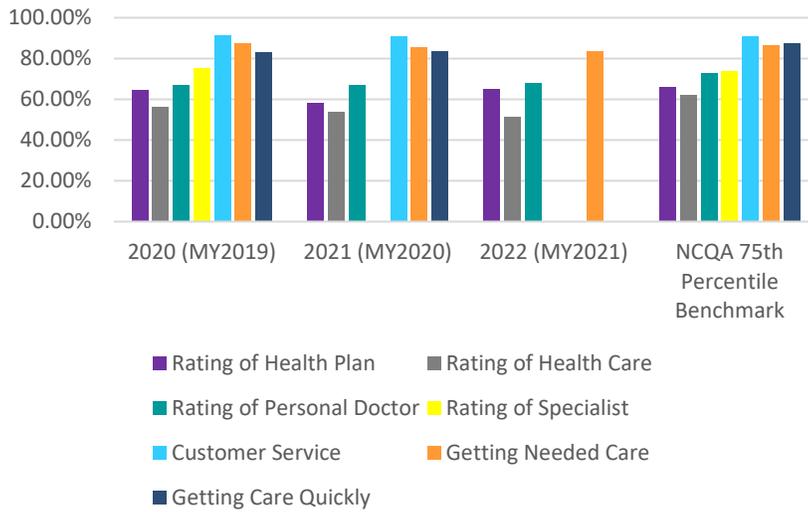
HEDIS Comprehensive Diabetic Care (CDC)



The percentage of members 18-75 years of age with diabetes who had each of the following:

- HbA1c Testing: MY2021 rate of 81.02% increased in comparison to MY2020 rate of 80.05%
- HbA1c Poor Control: MY2021 rate of 41.36% decreased (inverse measure) in comparison to MY2020 rate of 48.91%
- HbA1c Control: MY2021 rate of 50.12% increased in comparison to MY2020 rate of 44.04%
- Eye Exam (Retinal): MY2021 rate of 51.58% increased in comparison to MY2020 rate of 45.74%
- Blood Pressure Control: MY2021 rate of 51.34% decreased in comparison to MY2020 rate of 52.07%
 - Targeted member mailings to educate member on diabetes diagnosis
 - Vendor relationships to develop healthy food delivery options

CAHPS 2020 (MY2019) - 2022 (MY2021)



- Rating of Health Plan increased from 58.13% in MY2020 to 65.31% in MY2021 improving to just below the 75th NCQA percentile
- Rating of Health Care decreased from 53.85% in MY2020 to 51.61% in MY2021
- Rating of Personal Doctor decreased from 67.2% in MY2020 to 67.74% in MY2021
- Getting Needed Care decreased from 85.61% in MY2020 to 83.36% in MY2021
- For years where a result is not present, the number of responses was less than zero indicating that the result is not reportable by NCQA
 - 2021 (MY 2020) – Rating of Specialist
 - 2022 (MY 2021) – Rating of Specialist, Customer Service, and Getting Care Quickly